

## Recommended Resource List: Managing Relationships at Work

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- *Members of the general public* should contact their local public library for interlibrary loan service.

### Audiobooks

Conniff, Richard. **The Ape in the Corner Office: Understanding the Workplace Beast in All of Us.** Westminster, MD: Books on Tape, 2005. Call number: [SR CD 650.13 Conn](#)

Goleman, Daniel. **Social Intelligence: the New Science of Human Relationships.** New York: Bantam Books, 2006. Call number: [SR CD 158.2 Gole](#)

Sutton, Robert I. **The No Asshole Rule: Building a Civilized Workplace and Surviving One That Isn't.** Prince Frederick, MD: Recorded Books, 2007. Call number: [SR CD 650.13 Sutt](#)

### Books

Albrecht, Karl. **Social Intelligence: the New Science of Success.** San Francisco: Jossey-Bass, 2006. Call number: [302.12 Albr](#)

Benjamin, Susan. **Perfect Phrases for Dealing with Difficult People: Hundreds of Ready to Use Phrases for Handling Conflict, Confrontations and Challenging Personalities.** New York: McGraw-Hill, 2008. Call number: [158.26 Benj](#)

Benun, Ilise. **Stop Pushing Me Around! a Workplace Guide for the Timid, Shy, and Less Assertive.** Franklin Lakes, NJ: Career Press, 2006. Call number: [650.13 Benu](#)

Crowley, Katherine. **Working with You Is Killing Me: Freeing Yourself from Emotional Traps at Work.** New York: Warner Business Books, 2006. Call number: [650.13 Crow](#)

Goleman, Daniel. **Social Intelligence: the New Science of Human Relationships.** New York: Bantam Books, 2006. Call number: [158.2 Gole](#)

Gravett, Linda. **Bridging the Generation Gap: How to Get Radio Babies, Boomers, Gen Xers, and Gen Yers to Work Together and Achieve More.** Franklin Lakes, NJ: Career Press, 2007. Call number: [658.3145 Grav](#)

Jansen, Julie. **You Want Me to Work with Who? Eleven Keys to a Stress-free, Satisfying, and Successful Work Life—No Matter Who You Work With.** New York: Penguin Books, 2006. Call number: [650.13 Jans](#)

Katcher, Bruce Leslie. **30 Reasons Employees Hate Their Managers: What Your People May Be Thinking and What You Can Do about It.** New York: AMACOM, 2007. Call number: [658.302 Katc](#)

Maisel, Eric. **Toxic Criticism: Break the Cycle with Friends, Family, Coworkers, and Yourself.** New York: McGraw-Hill, 2007. Call number: [158.2 Mais](#)

Rath, Tom. **Vital Friends: The People You Can't Afford to Live Without.** New York: Gallup Press, 2006. Call number: [658.314 Rath](#)

Scott, Gini Graham. **A Survival Guide for Working with Bad Bosses: Dealing with Bullies, Idiots, Back-stabbers, and Other Managers from Hell.** New York: AMACOM, 2006. Call number: [650.13 Scot](#)

Sue, Marsha Petrie. **Toxic People: Decontaminate Difficult People at Work without Using Weapons or Duct Tape.** Hoboken, NJ: John Wiley & Sons, 2007. Call number: [658.3145 Sue](#)

Sutton, Robert I. **The No Asshole Rule: Building a Civilized Workplace and Surviving One That Isn't.** New York: Warner Business Books, 2007. Call number: [650.13 Sutt](#)

## Videos

**Whale Done! the Power of Positive Relationships.** 36 min. VisionPoint Productions, 2002. 2 videos. Call number: [VC 158.2 Wal](#)

**Working with You Is Killing Me: Freeing Yourself from Emotional Traps at Work.** 23 min. CRM Learning, 2007. DVD. Call number: [VC DV 650.13 Work](#)

## Websites

<http://www.advisorteam.com/user/ktsintro.asp>

**Keirsey Temperament Sorter II** offers an online personality test. Last accessed on October 23, 2008.

<http://www.managementhelp.org/intrpsnl/diffcult.htm>

**Handling Difficult People** offers information on influencing difficult people. This information is assembled by Carter McNamara for The Accessed Management Assistance Program for Nonprofits (St. Paul, MN). Last accessed on October 23, 2008.

<http://www.managementhelp.org/intrpsnl/intrpsnl.htm>

**Interpersonal/Human Skills** offers information to enhance a manager's capacity to build trust, handle difficult people and other communication skills. This information is assembled by Carter McNamara, PhD for The Management Assistance Program for Nonprofits (St. Paul, MN). Last accessed on October 23, 2008.